

ABSTRACT OF THE DISCLOSURE

A method for analyzing an operation of an organization, especially in the context of an outsourcing. The method includes decomposing the operation along a value chain containing a plurality of processes, associating a process of the value chain with an element that is subject to the process, and designating a characteristic of the associated process and element. As an example, the element is a device (*e.g.*, PC workstation) that is subject to processes (*e.g.*, customer relationship management). As an example, the characteristic is an actor (*e.g.*, an organization or an outsourcer) responsible for performing at the intersection of the associated process and element.